

**Benchmark IIa.2.1:** DSP provides quarterly data on caseworker contacts to county agencies.

**Evidence of Completion:** Summary of data results in quarterly reports

Data was provided to county agencies on a monthly basis showing performance on caseworker visits. Performance was discussed at regional child welfare supervisor meetings. The caseworker visit data was posted to the department's website as one of the child welfare dashboards to make the data easily accessible to counties. The attached example of a monthly report (October, 2011) demonstrates the data shared with counties and reviewed by the Bureau of Regional Operations (BRO) to determine which counties required technical assistance the following month.

For 2011, Wisconsin maintained a consistent percentage of monthly caseworker contacts.

January 2011-87.08%

March 2011-88.51%

June 2011-90.02%

September-87.71%

The final FFY 2011 performance for monthly caseworker visits with children in out-of-home care was 91.5%, exceeding the 90% federal performance standard. The FFY 2011 Year End Report is attached.

**Benchmark IIa.2.2:** BRO will meet with counties to discuss data reports and identify counties which have difficulty meeting federal benchmarks.

**Evidence of Completion:** Summary of meetings with counties

Each month BRO staff review the caseworker visit performance data and identify which counties require additional technical assistance. In the last half of the FFY 2010, any county that fell below 85% required either phone or email contact by BRO. If a county was below 80% an in-person meeting or phone conference was held with the county director and DSP program staff. Technical assistance was provided to counties to understand the caseworker visit data and to develop strategies for timely entry of caseworker visits into eWiSACWIS.

**Benchmark IIa.2.3:** BRO will collaborate with DSP and county agencies to assist identified counties in formulating action plans to meet federal benchmarks.

**Evidence of Completion:** Summary of action plans developed

BRO in conjunction with division staff developed action plans for several counties to improve timely entry of caseworker visits. Ongoing technical assistance was provided to counties to improve performance. Action plans developed by BRO and counties not meeting the monthly benchmark included timelines to meet the benchmark, face-to-face meetings with county supervisors and directors to review the data, and technical assistance regarding the use of delegates if appropriate. BRO staff also identified specific county staff not meeting the monthly benchmark. County agencies developed action plans which were staff-specific and developed internal policies that required timely caseworker contacts and entry into eWiSACWIS. Arrangements were made to allow tribal child welfare workers to enter their visits directly into eWiSACWIS to assist with caseworker visit documentation in counties with Indian children in out-of-home care under tribal court orders. BRO staff met with county directors and managers to discuss concerns regarding the caseworker contact policy and to identify specific issues that were preventing contacts from being made. These issues were discussed with program staff, and the policy was updated to include additional resources and clarification. The caseworker contacts policy was also updated to provide additional clarification regarding the responsibility of counties or tribes for documentation of Indian children in out-of-home care.